TRICARE Online Information Brief

2 December 2011

Agenda

- TRICARE Online (TOL) Overview
- TOL Capabilities
- TOL Portal Applications
- Questions and Demonstration

Defense Health Services Systems
DHSS
Program Executive Office

TOL Overview

- TOL is the MHS Patient Portal providing an internet point of entry that provides 9.7 million DoD beneficiaries access to available healthcare services and information
  - Provides single point-of-entry access to a suite of applications and features supporting patient participation in their health and healthcare experience
  - Role-Based access is in accordance with DoD Privacy and Security standards
  - Existing infrastructure has significant capacity and scalability
- Objective is to shift workload from the MTFs to the Internet

  “I keep hearing how much of our staff's time is being spent on lab results either calling, mailing, or f/u appts.”

  “…new feature on TOL should be today's "way ahead" in our Medical Homes to communicate routine, normal labs to our patients, as well as to encourage all of the new features like access to clinical encounters, refill rx, etc.”

Dr. LESLIE WILSON, Lt Col, USAF, MC
Chief Consultant for Maternal-Child Medicine and Pediatrics Deputy Chief, Provision of Medical Care Air Force Medical Operations Agency

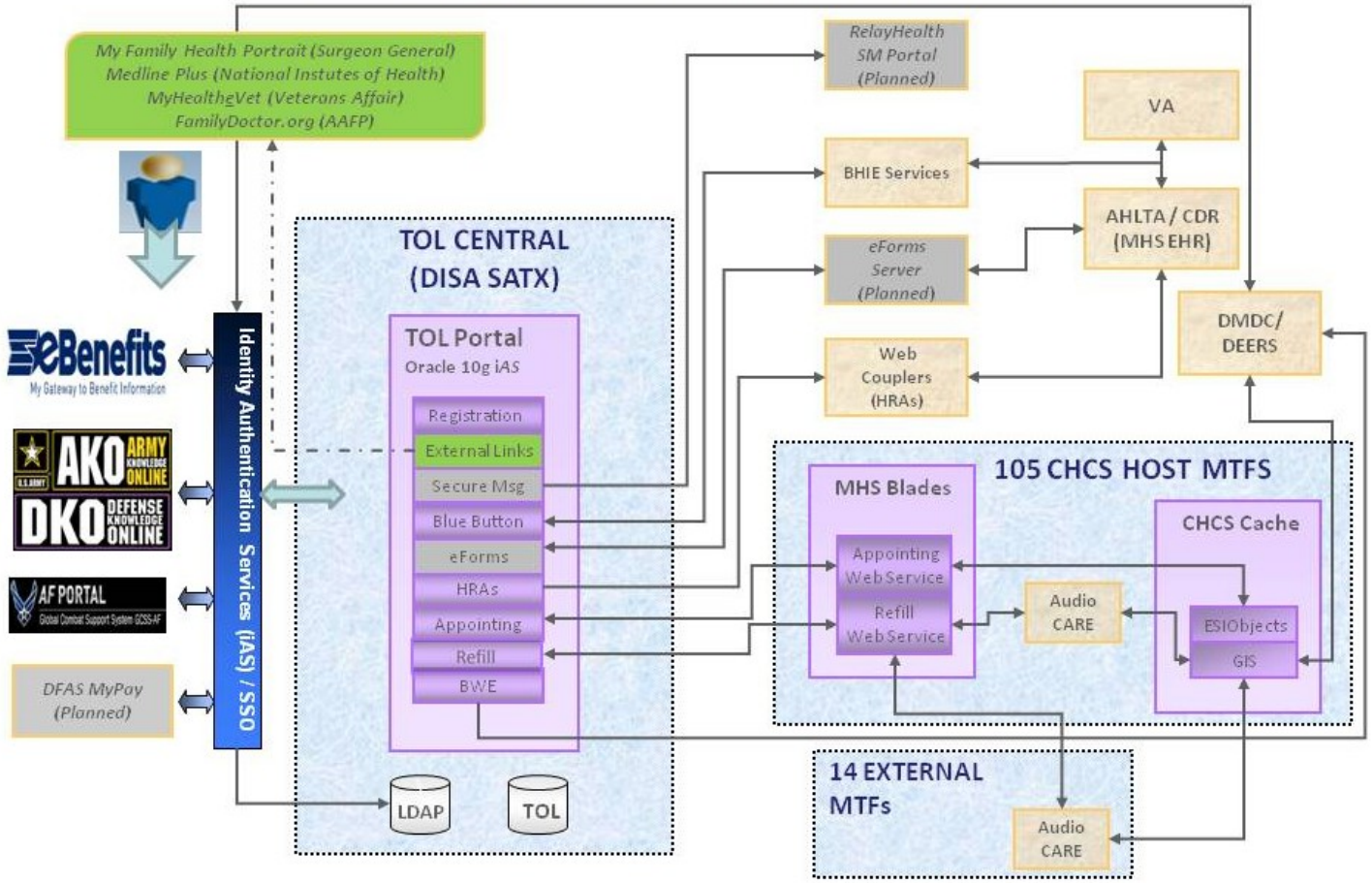
TOL Capabilities

- Current Capabilities
  - Online **appointing** services with family member booking capability
  - Online **prescription refill** services for MTF pick up
  - **Blue Button** displays/downloads of personal health information – partnership with VA via the Bidirectional Health Information Exchange (BHIE) feed
  - Access to online health risk assessments (**HRAs**) surveys
  - Access to **Secure Messaging** with Provider team – partnership with Services
  - Information on TRICARE services and benefits as well as health education
  - **Website Federation** for Improved beneficiary access – partnerships with VA (eBenefits), Air Force (GCSS-AF) and Army (AKO)

TOL Capabilities

- Future Capabilities
  - Streamline/improved access – partnership with the Defense Manpower Data Center (DMDC)
  - Email and/or text default capability for appointment reminders
  - Enhanced Blue Button displays – partnership with VA
  - Enhanced HRA for Navy online HRA and Consolidated Health Assessment Review Tool (**CHART**) – partnership with DHIMS
  - Electronic Forms access (**eForms**) – partnership with DHIMS
  - Secure Messaging Single Sign-On (SSO) with Provider Team – partnership with Services
  - Website Federation for improved Beneficiary access – partnerships with DFAS

TOL Architecture



Accessing TOL

http://www.tricareonline.com

TRICARE Online.com
Tuesday May 24, 2011
TRICARE
Welcome to TRICARE Online!
TRICARE Online features secure access to beneficiary appointments, prescriptions, and personal health data.
TRICARE Online Security Disclaimer
TRICARE Online (TOL) is a secure web portal designed to increase access to care and access to information for authorized TRICARE beneficiaries and administrators.
Review the Security Disclaimer below for important information regarding the usage of this website. Clicking on the "I Agree" button confirms your agreement to the terms outlined, and allows you to view pre-logon information for this site.
TRICARE Online Privacy and Security Policy
Introduction
Privacy Act Statement
Privacy Act Warning
Security of Information
Family Members and Privacy
Registration and Login
The Use of Cookies
Password Protection
I Disagree
I Agree
Personal Data - Privacy Act 1974 (PL 93-579)
For Official Use Only (FOUO)
TRICARE Online (TOL) is a Department of Defense (DoD) computer system. Use of this site is governed by multiple DoD policies and terms summarized in the TRICARE Online Security Policy. Many of these policies are designed to protect the privacy of your personal information. We encourage you to review these policies.

Create Account on TOL

Tuesday November 29, 2011
Home
Resource Center
Contact Us
TRICARE Online.com
Welcome to TRICARE Online!
TRICARE Online features secure access to beneficiary appointments, prescriptions, and personal health data.
Access TRICARE Online
Announcements
Having trouble finding available appointment visit reasons with your PCM when booking an online appointment?
TRICARE Online is a Safe, Trusted, and Secure Department of Defense Website
TRICARE Online enhanced Appointing features are now available!
Watch new TRICARE TV video for overview on how you can manage your personal health data with TRICARE Online!
The Health Assessment Review Tool (HART) link on the
Log In to Access TRICARE Online Services!
Forgot Username?
Forgot Password?
Log In
Create Account
New to TOL? Click "Create Account" to create your MHS enterprise account.
Create Account
Do you have a DS Logon account? Access more features on TOL. Click "Log In" and choose DoD Self Service Logon option.
Do you have a CAC? Access more features on TOL. First create a DS Logon or MHS Enterprise account, then click "Log In" and choose DoD CAC option.
Select Contact Us if you experience problems using this website or have questions or suggestions.
Blue Button
Access the Blue Button to view or download your personal health data containing your lab results, allergy profile, medication profile, problem list, and encounter data.
Rx Refill
Access Rx Refill to refill a prescription, check the status of your prescriptions, or access the Mail Order Pharmacy.
Appointing
Schedule, view, and cancel both Primary Care and select self-referral specialty appointments online on behalf of yourself, other adult family members (who have granted access), or minor children (under 18 years of age).
Secure Messaging
Access Secure Messaging to communicate safely and efficiently on a variety of topics with your health care team.
HART
Access HART, the Health Assessment Review Tool, to complete self-reported health information surveys that are developed specifically for Military Health System beneficiaries.
Medical Disclaimer
PH Data Disclaimer
Links Disclaimer
FAQs
Privacy & Security Policy
Site Map
Personal Data - Privacy Act 1974 (PL 93-579)
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Select "Create Account" on TOL

TOL Portal Functionality:

- Blue Button
- Appointing
- Rx Refill
- Secure Messaging
- HART

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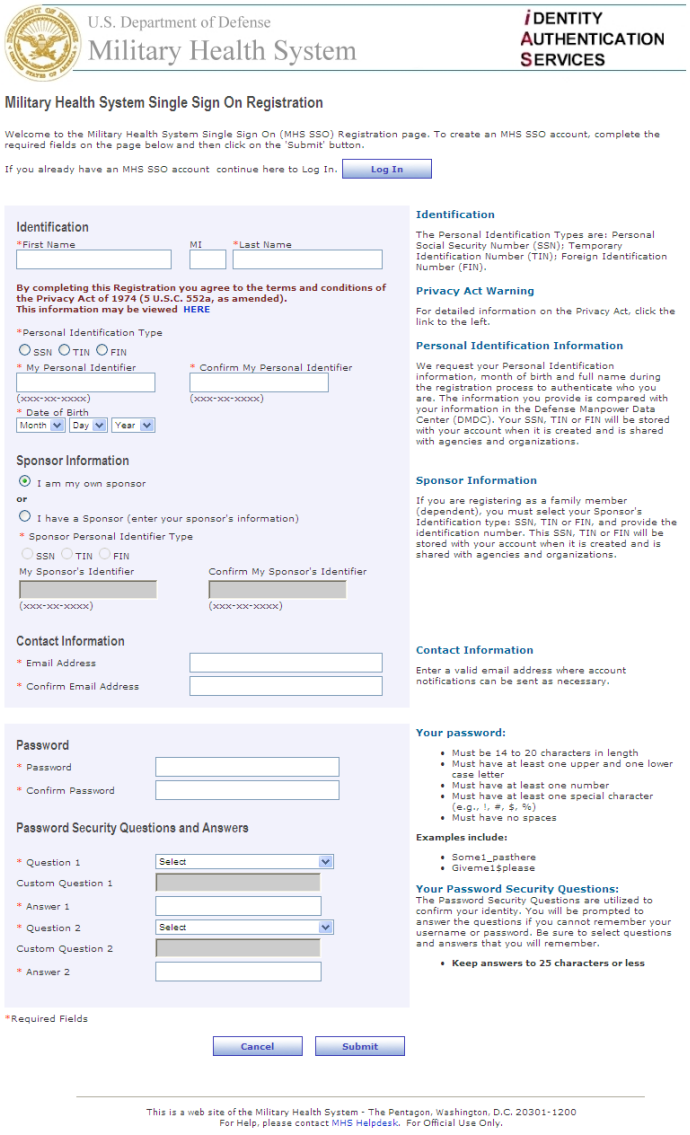
MHS/iAS Registration Page

User complete the MHS iAS Registration for TOL access, which prompts for:

- Unique identifying information for DEERS validation
- Email address
- Password
- Password Security Q&A

Select “Submit” button


U.S. Department of Defense
Military Health System
iDENTITY AUTHENTICATION SERVICES
Military Health System Single Sign On Registration
Welcome to the Military Health System Single Sign On (MHS SSO) Registration page. To create an MHS SSO account, complete the required fields on the page below and then click on the 'Submit' button.
If you already have an MHS SSO account continue here to Log In.
Log In
Identification
*First Name
MI
*Last Name
By completing this Registration you agree to the terms and conditions of the Privacy Act of 1974 (5 U.S.C. 552a, as amended).
This information may be viewed HERE
*Personal Identification Type
SSN TIN FIN
* My Personal Identifier
(xxx-xx-xxxx)
* Confirm My Personal Identifier
(xxx-xx-xxxx)
* Date of Birth
Month Day Year
Sponsor Information
I am my own sponsor
or
I have a Sponsor (enter your sponsor's information)
* Sponsor Personal Identifier Type
SSN TIN FIN
My Sponsor's Identifier
(xxx-xx-xxxx)
Confirm My Sponsor's Identifier
(xxx-xx-xxxx)
Contact Information
* Email Address
* Confirm Email Address
Password
* Password
* Confirm Password
Password Security Questions and Answers
* Question 1
Select
Custom Question 1
* Answer 1
* Question 2
Select
Custom Question 2
* Answer 2
*Required Fields
Cancel
Submit
Identification
The Personal Identification Types are: Personal Social Security Number (SSN); Temporary Identification Number (TIN); Foreign Identification Number (FIN).
Privacy Act Warning
For detailed information on the Privacy Act, click the link to the left.
Personal Identification Information
We request your Personal Identification information, month of birth and full name during the registration process to authenticate who you are. The information you provide is compared with your information in the Defense Manpower Data Center (DMDC). Your SSN, TIN or FIN will be stored with your account when it is created and is shared with agencies and organizations.
Sponsor Information
If you are registering as a family member (dependent), you must select your Sponsor's Identification type: SSN, TIN or FIN, and provide the identification number. This SSN, TIN or FIN will be stored with your account when it is created and is shared with agencies and organizations.
Contact Information
Enter a valid email address where account notifications can be sent as necessary.
Your password:
Must be 14 to 20 characters in length
Must have at least one upper and one lower case letter
Must have at least one number
Must have at least one special character (e.g., !, #, $, %)
Must have no spaces
Examples include:
Some1_pasthere
Givеme1$please
Your Password Security Questions:
The Password Security Questions are utilized to confirm your identity. You will be prompted to answer the questions if you cannot remember your username or password. Be sure to select questions and answers that you will remember.
Keep answers to 25 characters or less
This is a web site of the Military Health System - The Pentagon, Washington, D.C. 20301-1200
For Help, please contact MHS Helpdesk. For Official Use Only.

TOL Account Creation Page

User completes additional information needed for TOL use, which prompts for:

- Gender
- Zip Code
- Service Affiliation
- Rank
- TRICARE Region
- Medical Treatment Facility (MTF)
- Medical Disclaimer/Agreement

Monday November 28, 2011
TRICARE
TRICARE Online.com
Welcome to TRICARE Online!
Additional TOL Account Information
Your Military Health System (MHS) Single Sign On (SSO) Username is: test.ssntol3
Additional information is required in order to complete your TRICARE Online account.
1. Identification
Please provide the additional user profile information.
Name
test ssntol3
Date of Birth
December 12, 1976
Personal Id(type)
796881234(SSN)
Sponsor Id(type)
796881234(SSN)
Email
test@test.com
* Gender
Male
Female
* ZIP Code
* Service Affiliation
Select
* Rank
Select
2. Location Information
Select TRICARE Region where you are located to generate a list of available Military Treatment Facilities (MTFs). Select the name of your primary MTF from the dropdown list provided.
* TRICARE Region
Select
* MTF
Select
West
North
South
3. Medical Disclaimer and Agreement
TRICARE Online (the "Service") is a World Wide Web-based health information and communication service provided by the Department of Defense and contains information from various content providers such as Healthwise, Inc., the National Cancer Institute, and the National Institutes of Health. As used in the TRICARE Online Medical Disclaimer and Agreement ("Agreement"), "We", "Us", or "Our" refers to TRICARE Online. "You" or "User(s)" refers to users of this Service.
Below is the TRICARE Online end-user medical disclaimer and agreement. Here, you will find important information regarding TRICARE Online, the terms of user registration and use of this Service:
The terms and conditions of this medical disclaimer and agreement may change from time to time. Such modifications will take effect immediately
I accept the terms of the Medical Disclaimer *
* Required Fields
Submit

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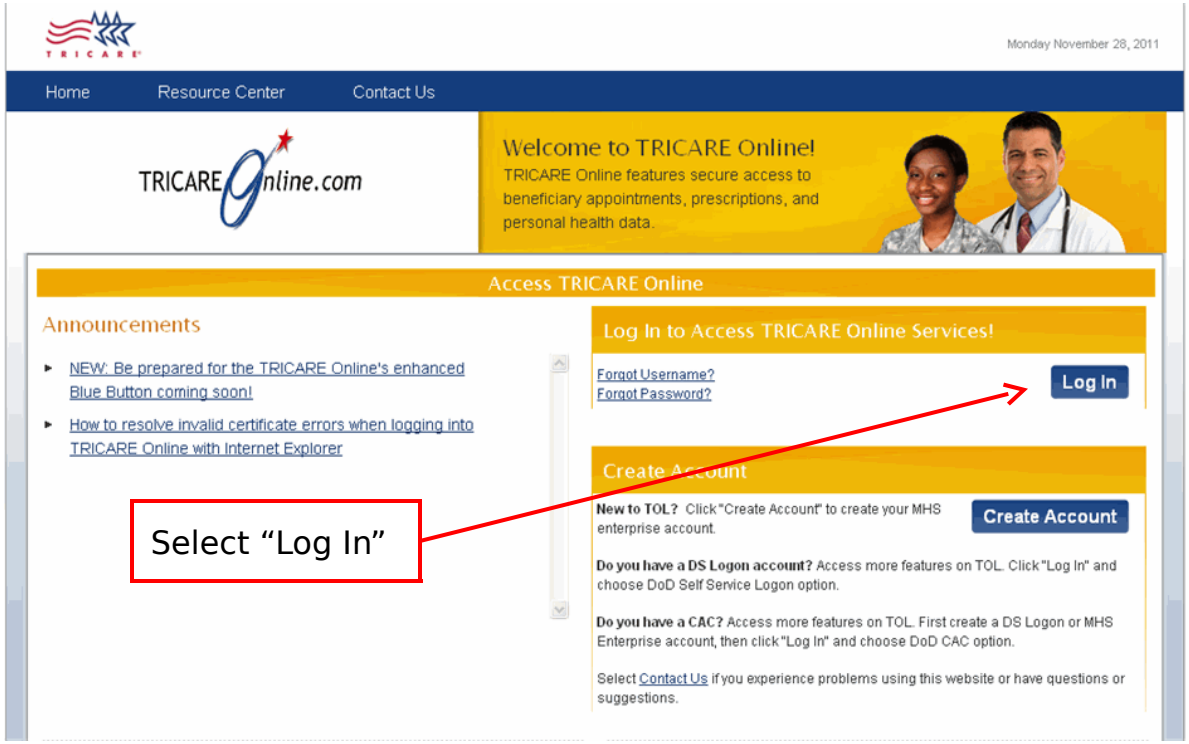
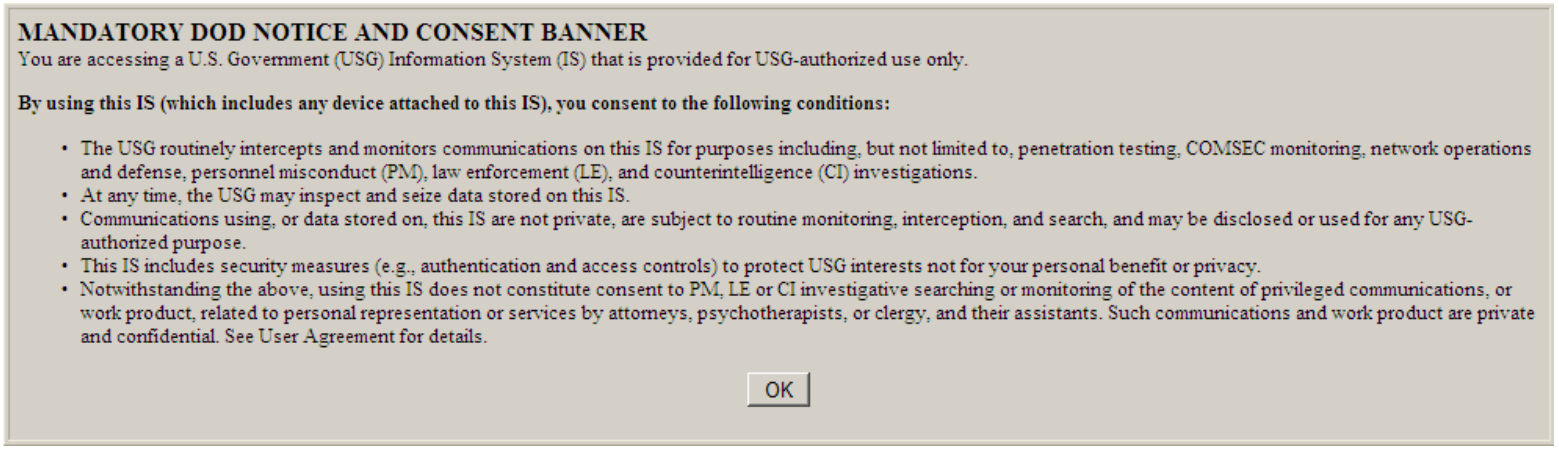
DHSS
Program Executive Office

Log In


Monday November 28, 2011
Home
Resource Center
Contact Us
TRICARE Online.com
Welcome to TRICARE Online!
TRICARE Online features secure access to beneficiary appointments, prescriptions, and personal health data.
Access TRICARE Online
Announcements
NEW: Be prepared for the TRICARE Online's enhanced Blue Button coming soon!
How to resolve invalid certificate errors when logging into TRICARE Online with Internet Explorer
Log In to Access TRICARE Online Services!
Forgot Username?
Forgot Password?
Log In
Create Account
New to TOL? Click "Create Account" to create your MHS enterprise account.
Create Account
Do you have a DS Logon account? Access more features on TOL. Click "Log In" and choose DoD Self Service Logon option.
Do you have a CAC? Access more features on TOL. First create a DS Logon or MHS Enterprise account, then click "Log In" and choose DoD CAC option.
Select Contact Us if you experience problems using this website or have questions or suggestions.
Select "Log In"

Logon DoD Notice & Consent Banner



MANDATORY DOD NOTICE AND CONSENT BANNER

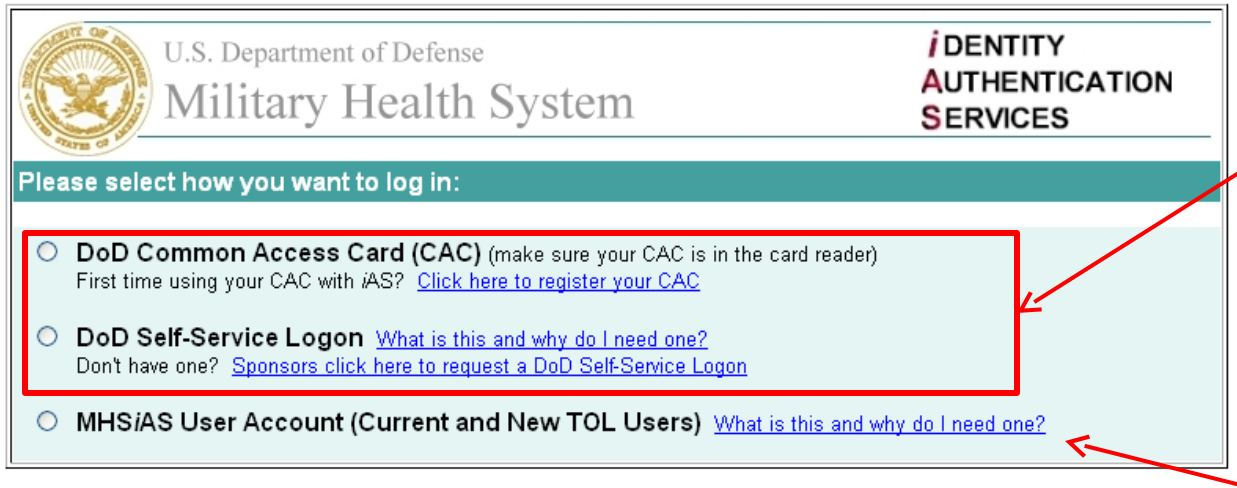
You are accessing a U.S. Government (USG) Information System (IS) that is provided for USG-authorized use only.

By using this IS (which includes any device attached to this IS), you consent to the following conditions:

- The USG routinely intercepts and monitors communications on this IS for purposes including, but not limited to, penetration testing, COMSEC monitoring, network operations and defense, personnel misconduct (PM), law enforcement (LE), and counterintelligence (CI) investigations.
- At any time, the USG may inspect and seize data stored on this IS.
- Communications using, or data stored on, this IS are not private, are subject to routine monitoring, interception, and search, and may be disclosed or used for any USG-authorized purpose.
- This IS includes security measures (e.g., authentication and access controls) to protect USG interests not for your personal benefit or privacy.
- Notwithstanding the above, using this IS does not constitute consent to PM, LE or CI investigative searching or monitoring of the content of privileged communications, or work product, related to personal representation or services by attorneys, psychotherapists, or clergy, and their assistants. Such communications and work product are private and confidential. See User Agreement for details.

OK

Select Log In Option


U.S. Department of Defense
Military Health System
IDENTITY AUTHENTICATION SERVICES
Please select how you want to log in:
DoD Common Access Card (CAC) (make sure your CAC is in the card reader)
First time using your CAC with iAS? Click here to register your CAC
DoD Self-Service Logon What is this and why do I need one?
Don't have one? Sponsors click here to request a DoD Self-Service Logon
MHSiAS User Account (Current and New TOL Users) What is this and why do I need one?
This is a web site of the Military Health System - The Pentagon, Washington, D.C. 20301-1200
For Help, please contact MHS Helpdesk. For Official Use Only.

CAC or DS Logon

Select one of the higher level authentication methods to access TBAM and Blue Button:

- CAC
- DS Logon

MHS/iAS User Account

Lower level authentication method (MHS/ IAS User Account) will prohibit users from access to:

- Family Member Booking (TBAM)
- Blue Button Displays

TOL Beneficiary Home Page

Last Login: 28 Nov 2011 17:59 | Last Failed Login: n/a
Monday November 28, 2011
Home
My Profile
Resource Center
Contact Us
Logout
TRICARE Online.com
Welcome to TRICARE Online!
TRICARE Online features secure access to beneficiary appointments, prescriptions, and personal health data.
Welcome, Sponsor Ssntol!
Your Medical Treatment Facility (MTF) is
Portsmouth NMC
Secure Messaging
Need Help? Select Contact Us for Customer Service
Looking for information about your benefits?
Visit the TRICARE Beneficiary Site
Beneficiary Home Page
Your Family's Sponsor is Sponsor SSNTOL (19 Nov 1971)
If any of the primary MTFs listed for the family members are incorrect, please click on the link > Edit TOL Family Member Profile
Name
Date of Birth
Gender
Primary MTF
Child2 SSNTOL2
19 Oct 1997
Female
Portsmouth NMC
Child1 SSNTOL2
11 Jan 1974
Female
Portsmouth NMC
Family Member list last updated: 11/28/11 6:30 PM
Refresh list of family members
APPOINTMENT CENTER
Select Family Member:
Me
Go
Notice: This site should not be used for emergency medical conditions. In the case of a medical emergency, call 911 or contact your local Emergency Medical Service.
Book an Appointment for Me
Select Visit Reason:
First Available with PCM/PCM Group
View Appointments
View, Set Reminders, or Cancel Appointments for Me
Appointment Reminders
To define defaults for your email/text message reminders, click My Profile.
Date: 11/29/11
Time: 09:30 PM [PST]
Facility: NAVY INPATIENT DIVISION
MTF Booked Appointment
This appointment is less than 48 hours from now. Reminders are not available.
Click here to cancel appointment
Announcements
NEW: Be prepared for the TRICARE Online's enhanced Blue Button coming soon!
How to resolve invalid certificate errors when logging into TRICARE Online with Internet Explorer
Blue Button
Access the Blue Button to view or download your personal health data containing your lab results, allergy profile, medication profile, problem list, and encounter data.
Rx Refill
Access Rx Refill to refill a prescription, check the status of your prescriptions, or access the Mail Order Pharmacy.
HART
Access HART, the Health Assessment Review Tool, to complete self-reported health information surveys that are developed specifically for Military Health System beneficiaries.
Secure Messaging
Access Secure Messaging to communicate safely and efficiently on a variety of topics with your health care team.
Medical Disclaimer
PII Data Disclaimer
Links Disclaimer
FAQs
Privacy & Security Policy
Site Map

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Program Executive Office

Online Appointing

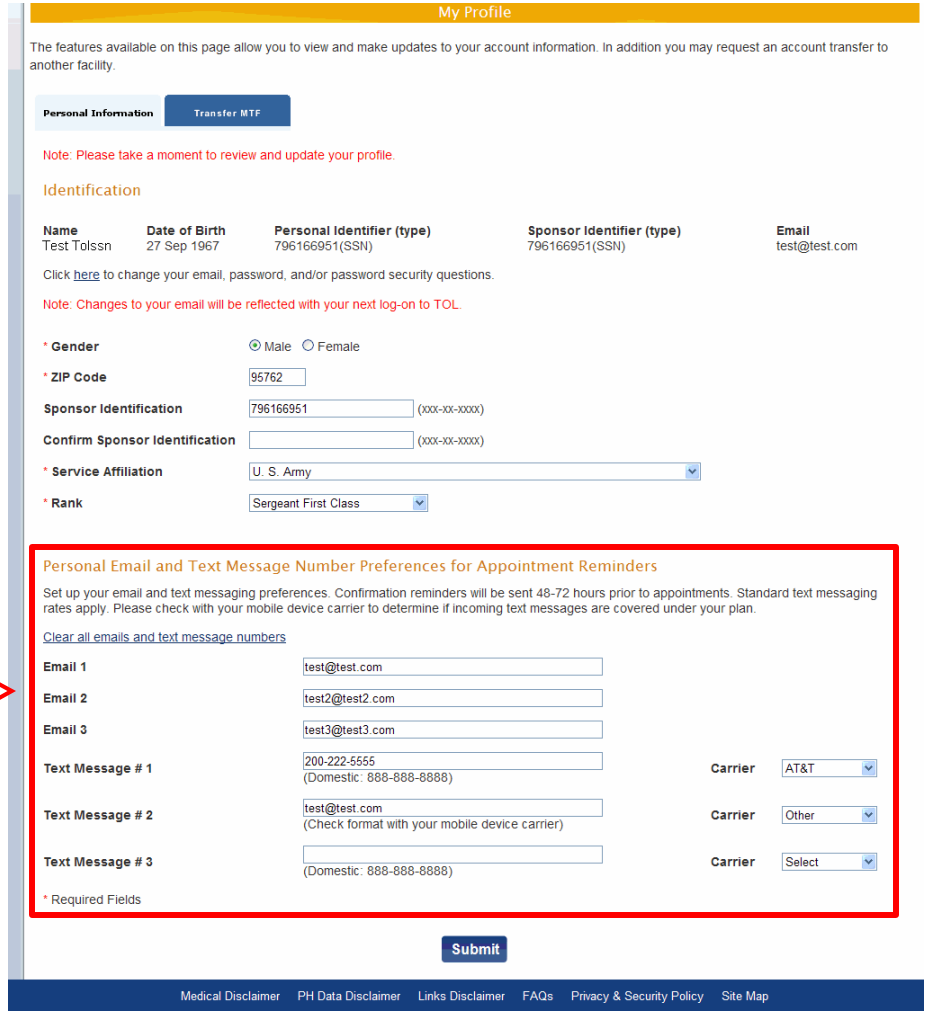
- **What features are offered by online appointing?**
  - Allows authorized family members to schedule, view, and cancel both Primary Care and select self-referral specialty appointments on behalf of:
    - Themselves
    - Other adult family members (who have granted access)
    - Minor children (under 18 years of age)
  - Provides option to receive email and/or text message reminders for appointments
- **How to Access:**
  - Beneficiary user must log into TOL using either their
    - DoD Self-Service Logon (DS Logon)
    - Common Access Card (CAC)
- **Family Member Troubleshooting**
  - First, verify that your Sponsor's identifier number is correct as listed on your "My Profile" page
  - Visit the DS Logon site for more information on access granting of family members
    - https://www.dmdc.osd.mil/appj/dsaccess/index.jsp

Online Appointing

Appointment Reminder Preferences in My Profile

Define up to three (3) email addresses and three (3) mobile phone numbers for receiving appointment reminders.

These preferences will default when booking an appointment or when setting up reminders from the appointment center.



Online Appointing

List of family members

Book, view, and cancel appointments for “Me” or select family member from drop down

Appointment reminders can be defined by appointment. The reminder will be sent between 72 and 48 hours prior to the scheduled appointment.

Home
My Profile
Resource Center
Contact Us
Logout
Welcome, Sponsor Ssntol!
Your Medical Treatment Facility (MTF) is
Portsmouth NMC
Secure Messaging
Need Help? Select Contact Us for Customer Service
Looking for information about your benefits?
Visit the TRICARE Beneficiary Site
TRICARE Online.com
Welcome to TRICARE Online!
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Beneficiary Home Page
Your Family's Sponsor is Sponsor SSNTOL (19 Nov 1971)
If any of the primary MTFs listed for the family members are incorrect, please click on the link › Edit TOL Family Member Profile
Name
Date of Birth
Gender
Primary MTF
Child2 SSNTOL2
19 Oct 1997
Female
Portsmouth NMC
Child1 SSNTOL2
11 Jan 1974
Female
Portsmouth NMC
Family Member list last updated: 11/28/11 6:30 PM
Refresh list of family members
APPOINTMENT CENTER
Select Family Member:
Me
Go
Notice: This site should not be used for emergency medical conditions. In the case of a medical emergency, call 911 or contact your local Emergency Medical Service.
Book an Appointment for Me
Select Visit Reason:
First Available with PCM/PCM Group
View Appointments
View, Set Reminders, or Cancel Appointments for Me
Appointment Reminders
To define defaults for your email/text message reminders, click My Profile.
Date: 11/29/11
Time: 09:30 PM [PST]
Facility: NAVY INPATIENT DIVISION
MTF Booked Appointment
This appointment is less than 48 hours from now. Reminders are not available.
Click here to cancel appointment
Announcements
NEW: Be prepared for the TRICARE Online's enhanced Blue Button coming soon!
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Secure Messaging
Access Secure Messaging to communicate safely and efficiently on a variety of topics with your health care team.
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PH Data Disclaimer
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Site Map

Select “Visit Reason” from drop-down list.

Select “View Appointments” button to view calendar with available appointment slots

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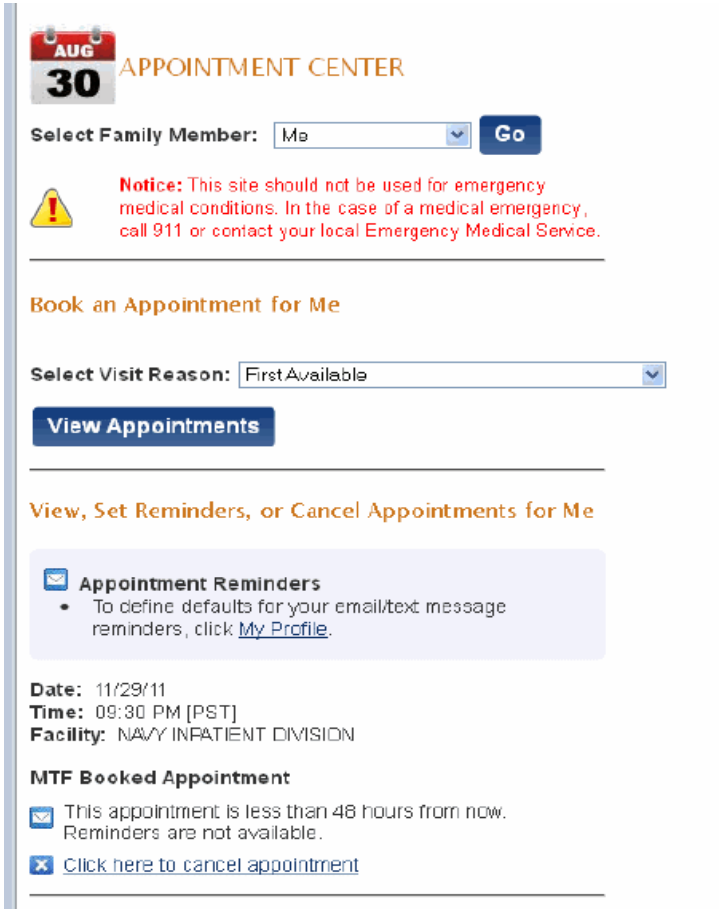
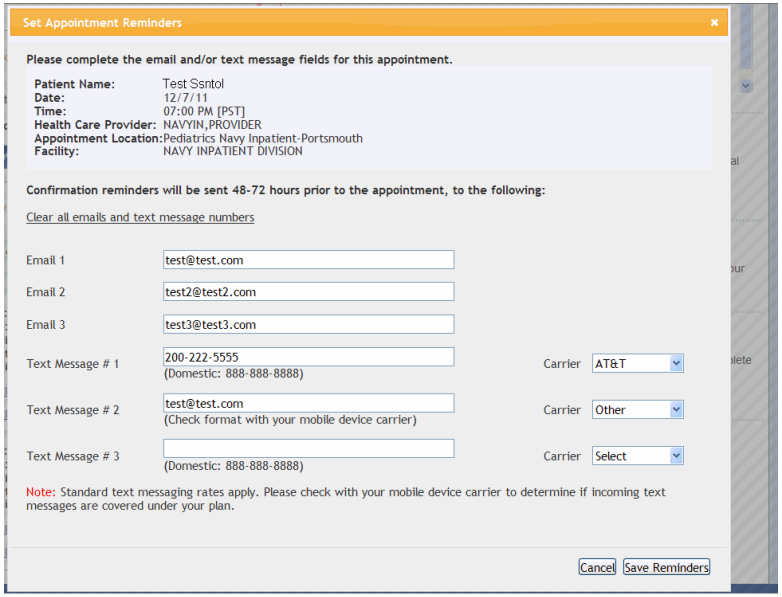
Online Appointing
Select Family Member & Visit Reason

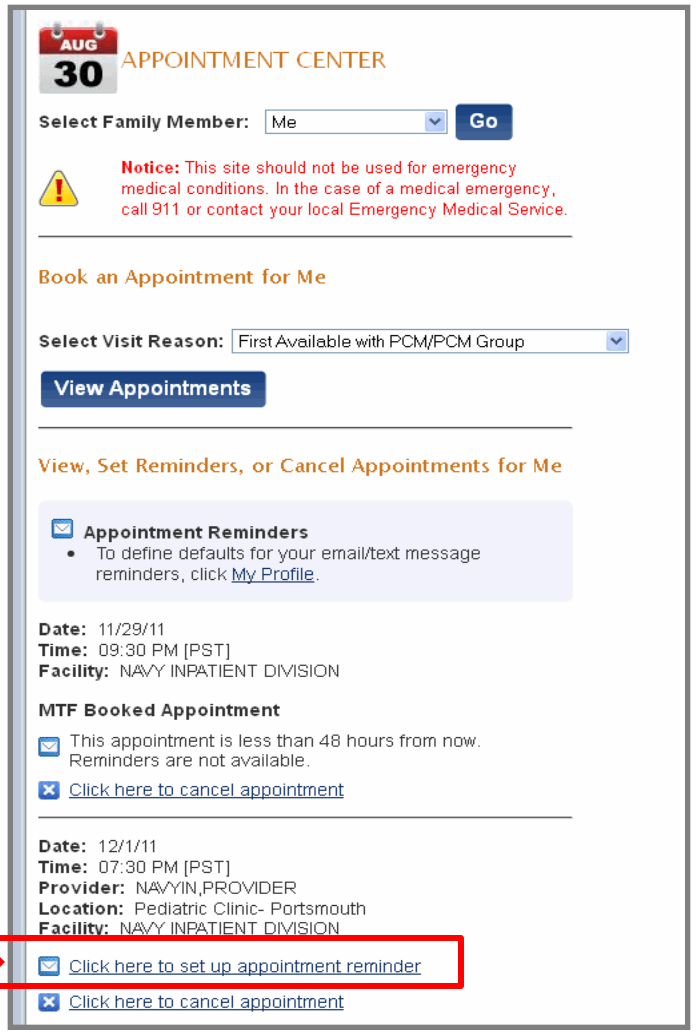
This example shows a selection to book a first available appointment for me, and also shows a future appointment scheduled for 11/29/11.


AUG
30
APPOINTMENT CENTER
Select Family Member: Me
Go
Notice: This site should not be used for emergency medical conditions. In the case of a medical emergency, call 911 or contact your local Emergency Medical Service.
Book an Appointment for Me
Select Visit Reason: First Available
View Appointments
View, Set Reminders, or Cancel Appointments for Me
Appointment Reminders
To define defaults for your email/text message reminders, click My Profile.
Date: 11/29/11
Time: 09:30 PM [PST]
Facility: NAVY INPATIENT DIVISION
MTF Booked Appointment
This appointment is less than 48 hours from now. Reminders are not available.
Click here to cancel appointment

Online Appointing
Select Family Member & Visit Reason

- Select to view or make changes to reminder addresses defined for the selected appointment.
- Overwrite or clear any defaults and specify up to three (3) emails and three (3) text message numbers for the appointment.
- Email and text reminder messages are sent within 48 to 72 hours prior to the scheduled appointment.


Set Appointment Reminders
Please complete the email and/or text message fields for this appointment.
Patient Name: Test Ssntol
Date: 12/7/11
Time: 07:00 PM [PST]
Health Care Provider: NAVYIN,PROVIDER
Appointment Location: Pediatrics Navy Inpatient-Portsmouth
Facility: NAVY INPATIENT DIVISION
Confirmation reminders will be sent 48-72 hours prior to the appointment, to the following:
Clear all emails and text message numbers
Email 1 test@test.com
Email 2 test2@test2.com
Email 3 test3@test3.com
Text Message # 1 200-222-5555 (Domestic: 888-888-8888) Carrier AT&T
Text Message # 2 test@test.com (Check format with your mobile device carrier) Carrier Other
Text Message # 3 (Domestic: 888-888-8888) Carrier Select
Note: Standard text messaging rates apply. Please check with your mobile device carrier to determine if incoming text messages are covered under your plan.
Cancel
Save Reminders


AUG 30
APPOINTMENT CENTER
Select Family Member: Me
Go
Notice: This site should not be used for emergency medical conditions. In the case of a medical emergency, call 911 or contact your local Emergency Medical Service.
Book an Appointment for Me
Select Visit Reason: First Available with PCM/PCM Group
View Appointments
View, Set Reminders, or Cancel Appointments for Me
Appointment Reminders
To define defaults for your email/text message reminders, click My Profile.
Date: 11/29/11
Time: 09:30 PM [PST]
Facility: NAVY INPATIENT DIVISION
MTF Booked Appointment
This appointment is less than 48 hours from now. Reminders are not available.
Click here to cancel appointment
Date: 12/1/11
Time: 07:30 PM [PST]
Provider: NAVYIN,PROVIDER
Location: Pediatric Clinic- Portsmouth
Facility: NAVY INPATIENT DIVISION
Click here to set up appointment reminder
Click here to cancel appointment

Defense Health Services Systems DHSS Program Executive Office

Online Appointing
Select Appointment Slot

Choose an Appointment

The calendar below shows the available appointment slots for NAVYIN,PROVIDER, at **Pediatric Clinic- Portsmouth**.

All times are in Pacific Standard Time.

Please click on a time that you are interested in booking. You will be asked again before confirming the appointment.

*All dates are within Access to Care Standards.

Additional Appointment Times Search Options

Click here to select another visit reason.
Having trouble getting an Appointment?

Online Appointing
Confirm Appointment

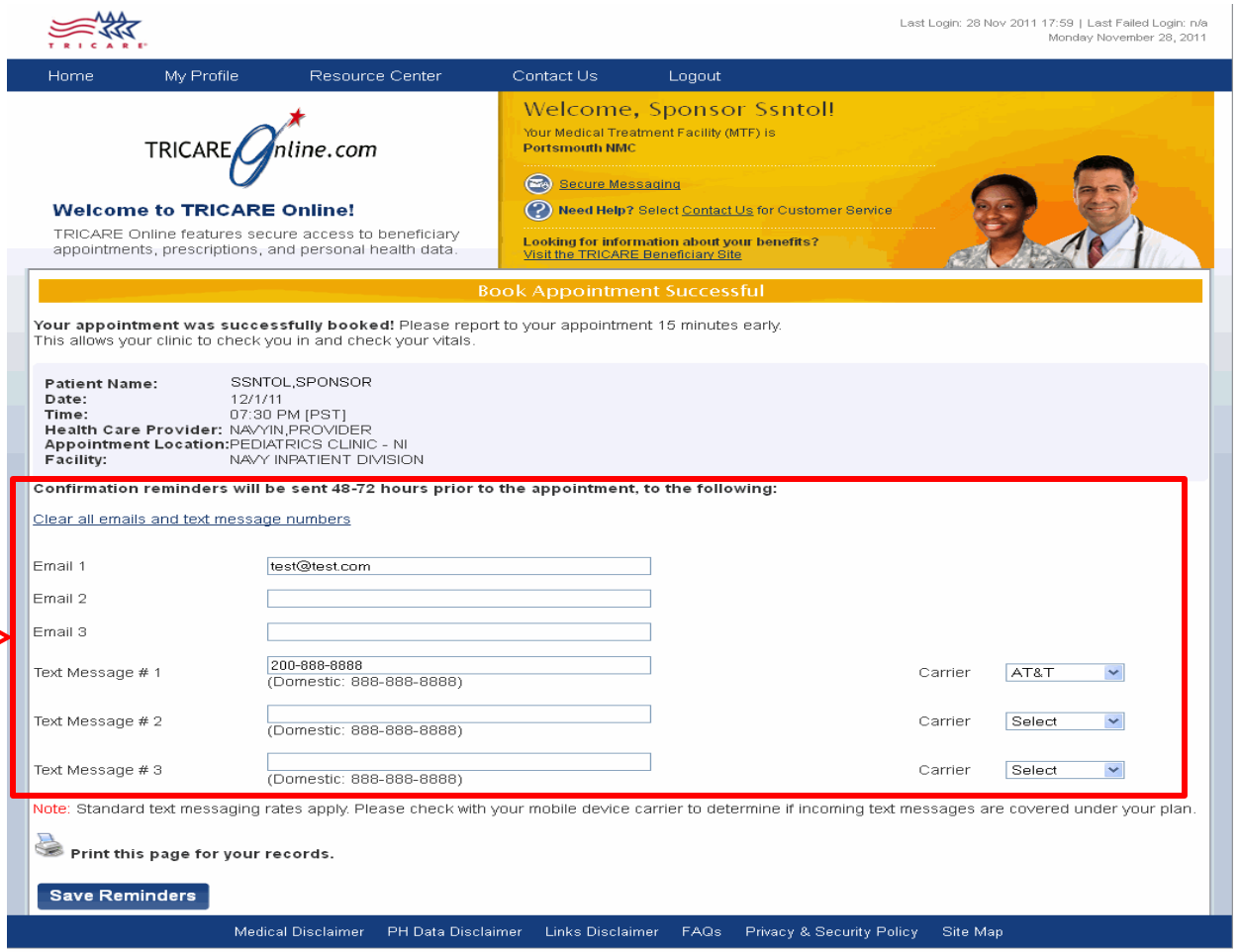
Confirm an Appointment
You have selected but not yet booked the following appointment. Please review the information presented and select one of the options listed below the appointment information.
Date: 12/1/11
Time: 07:30 PM [PST]
Health Care Provider: NAVYIN,PROVIDER
Appointment Location: Pediatric Clinic- Portsmouth
Facility: NAVY INPATIENT DIVISION
*Reason For Appointment:
Please enter a brief description of the reason for the appointment below:
This is required.
Example: I need my cast removed
I'll Take It!
* Required Fields

Online Appointing
Confirmation Page

After booking, elect to receive appointment reminders by entering one or more email addresses or mobile phone numbers in the fields provided.

For text reminders, select carrier from the drop down list to the right.

Default email and mobile numbers can be set up under My Profile.


Last Login: 28 Nov 2011 17:59 | Last Failed Login: n/a
Monday November 28, 2011
Home
My Profile
Resource Center
Contact Us
Logout
TRICARE Online.com
Welcome to TRICARE Online!
TRICARE Online features secure access to beneficiary appointments, prescriptions, and personal health data.
Welcome, Sponsor Ssntol!
Your Medical Treatment Facility (MTF) is
Portsmouth NMC
Secure Messaging
Need Help? Select Contact Us for Customer Service
Looking for information about your benefits?
Visit the TRICARE Beneficiary Site
Book Appointment Successful
Your appointment was successfully booked! Please report to your appointment 15 minutes early.
This allows your clinic to check you in and check your vitals.
Patient Name: SSNTOL,SPONSOR
Date: 12/1/11
Time: 07:30 PM [PST]
Health Care Provider: NAVYIN,PROVIDER
Appointment Location: PEDIATRICS CLINIC - NI
Facility: NAVY INPATIENT DIVISION
Confirmation reminders will be sent 48-72 hours prior to the appointment, to the following:
Clear all emails and text message numbers
Email 1
test@test.com
Email 2
Email 3
Text Message # 1
200-888-8888
(Domestic: 888-888-8888)
Carrier
AT&T
Text Message # 2
(Domestic: 888-888-8888)
Carrier
Select
Text Message # 3
(Domestic: 888-888-8888)
Carrier
Select
Note: Standard text messaging rates apply. Please check with your mobile device carrier to determine if incoming text messages are covered under your plan.
Print this page for your records.
Save Reminders
Medical Disclaimer
PH Data Disclaimer
Links Disclaimer
FAQs
Privacy & Security Policy
Site Map

Online Appointing
No List of Family Members Returned

Last Login: 28 Nov 2011 17:59 | Last Failed Login: n/a
Monday November 28, 2011
Home
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Contact Us
Logout
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Welcome to TRICARE Online!
TRICARE Online features secure access to beneficiary appointments, prescriptions, and personal health data.
Welcome, Sponsor Ssntol!
Your Medical Treatment Facility (MTF) is
Portsmouth NMC
Secure Messaging
Need Help? Select Contact Us for Customer Service
Looking for information about your benefits?
Visit the TRICARE Beneficiary Site
Beneficiary Home Page
Your Family's Sponsor is Sponsor SSNTOL (19 Nov 1971)
If any of the primary MTFs listed for the family members are incorrect, please click on the link > Edit TOL Family Member Profile
Name
Date of Birth
Gender
Primary MTF
No family members returned.
Family Member list last updated: 11/26/11 6:30 PM Refresh list of family members
APPOINTMENT CENTER
Select Family Member: Me Go
Notice: This site should not be used for emergency medical conditions. In the case of a medical emergency, call 911 or contact your local Emergency Medical Service.
Book an Appointment for Me
Select Visit Reason: First Available with PCM/PCM Group
View Appointments
View, Set Reminders, or Cancel Appointments for Me
Appointment Reminders
To define defaults for your email/text message reminders, click My Profile.
Date: 11/29/11
Time: 09:30 PM [PST]
Facility: NAVY INPATIENT DIVISION
MTF Booked Appointment
This appointment is less than 48 hours from now. Reminders are not available.
Click here to cancel appointment
Announcements
NEW: Be prepared for the TRICARE Online's enhanced Blue Button coming soon!
How to resolve invalid certificate errors when logging into TRICARE Online with Internet Explorer
Blue Button
Access the Blue Button to view or download your personal health data containing your lab results, allergy profile, medication profile, problem list, and encounter data.
Rx Refill
Access Rx Refill to refill a prescription, check the status of your prescriptions, or access the Mail Order Pharmacy.
HART
Access HART, the Health Assessment Review Tool, to complete self-reported health information surveys that are developed specifically for Military Health System beneficiaries.
Secure Messaging
Access Secure Messaging to communicate safely and efficiently on a variety of topics with your health care team.
Medical Disclaimer
PH Data Disclaimer
Links Disclaimer
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Defense Health Services Systems
DHSS
Program Executive Office

Blue Button

- **Service:** Provides authorized beneficiaries online access to their personal health data information stored in the DoD Electronic Health Record (EHR) within a secure architecture with the ability to view, print, save via .pdf (non-editable) or .txt (editable/searchable)

- **Blue Button provides access to the following information:**
  - Medication Profile
  - Allergy Profile
  - Laboratory Results
  - Encounter Notes
  - Problem Lists

Blue Button
Summary View

Personal Health Summary for Gammax Managerz

DOB: 25 Sep 1945 | SSN: ***-**-3334

Blue Button Download My Data

You are viewing information available within your Electronic Health Record (EHR). This information can not be modified using TRICARE Online.

To view your PDF file you will need Adobe Acrobat Reader.
Get Adobe Acrobat Reader here.

Print Help

Expand All
Collapse All

Laboratory Results Details | Options

Date Range 29 Aug 2010 - 29 Nov 2011 / All Lab Types / 7 results

Lab Test	Lab Type	Date/Time Collected
CHEM 7	Chemistry /Hematology	25 Nov 2011 @ 0906
HCT	Chemistry /Hematology	25 Nov 2011 @ 0851

Change date range | Show 7 results

Medications Details | Options

Date Range 29 Aug 2010 - 29 Nov 2011 / Active Meds / 4 results

Medication	Status	Order Date	Last Fill Date
FUROSEMIDE (LASIX)--PO 20...	ACTIVE	08 Nov 2010	01 Apr 2011
BENAZEPRIL (LOTENSIN)--PO...	ACTIVE	27 Dec 2010	01 Jan 2011

Change date range | Go to refill prescriptions | Show 4 results

Encounters Details | Options

Date Range 29 Aug 2010 - 29 Nov 2011 / 2 results

Clinic	Provider	Reason for Visit	Encounter Date
PRIMARY CARE	PROVIDER, TOL1W (P)	V81.2-SCREENING FOR OTHER...	18 Jan 2011 @ 0830
CCO-WBAMC (Historical Eve...	PROVIDER, TOL2 (P)	V62.89-OTHER PSYCHOLOGICA...	18 Jan 2011 @ 0830

Change date range | Showing all results

Allergies Details

4 results

Allergen	Comments
BETADINE	Acute allergic reation to...
KEFLEX	Mild rash on trunk after ...

Show 4 results

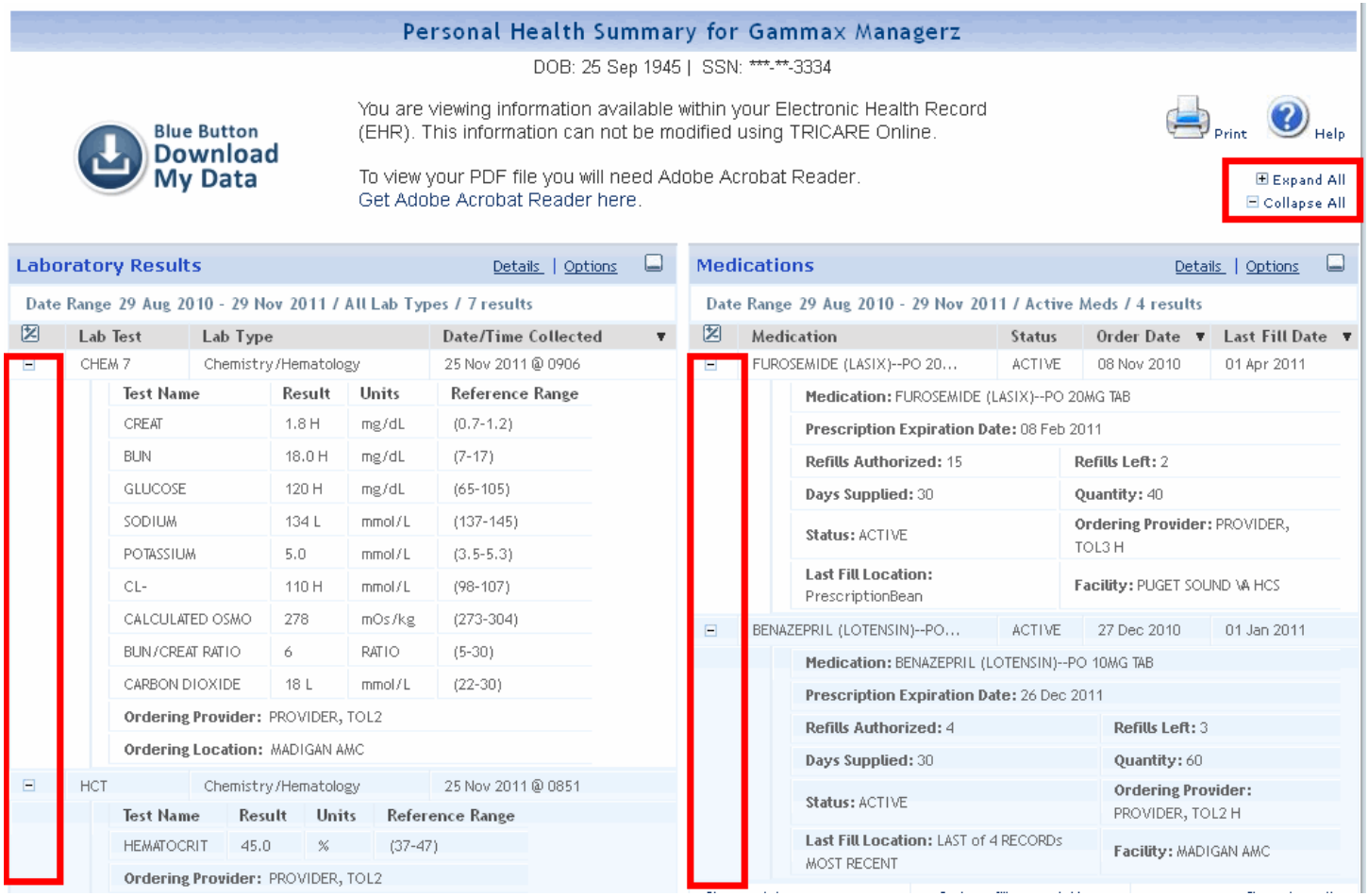
Problem List Details | Options

Date Range 29 Nov 2006 - 29 Nov 2011 / Active Problems / 5 results

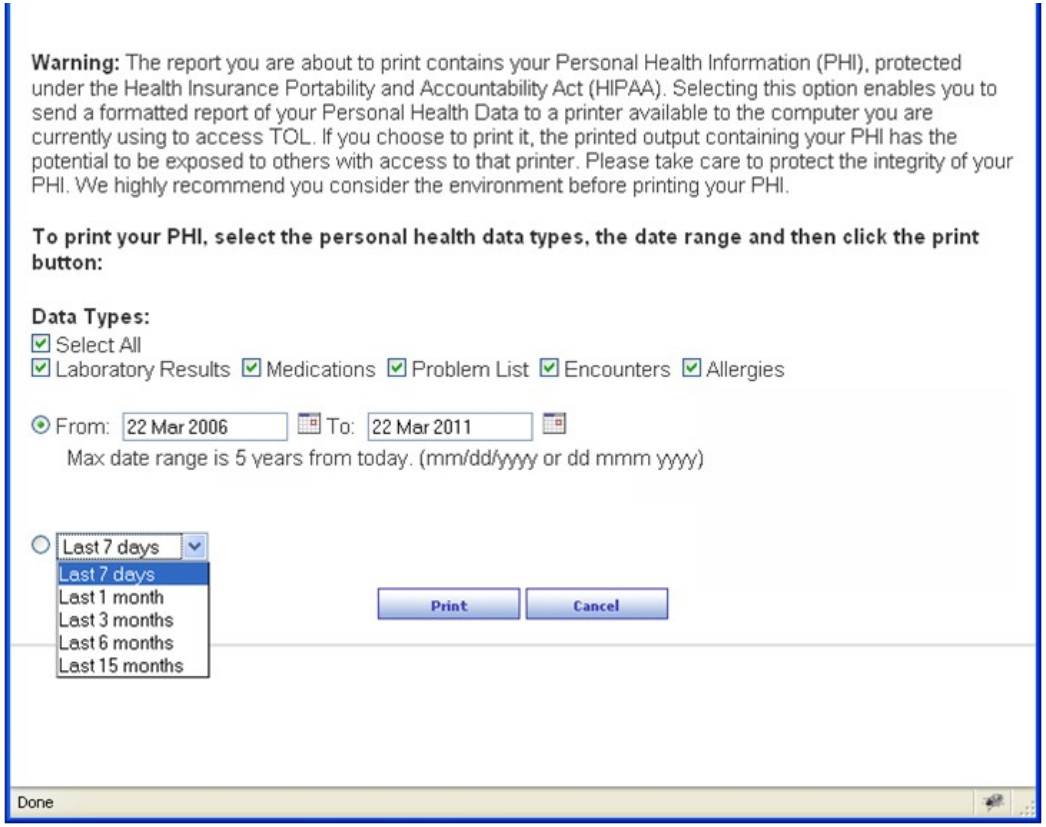
Diagnosis	Status	Date Modified
ABDOMINAL PAIN,LLQ	A	13 Jan 2011
BACKACHE NOS	A	26 Nov 2009

Change date range | Show 5 results

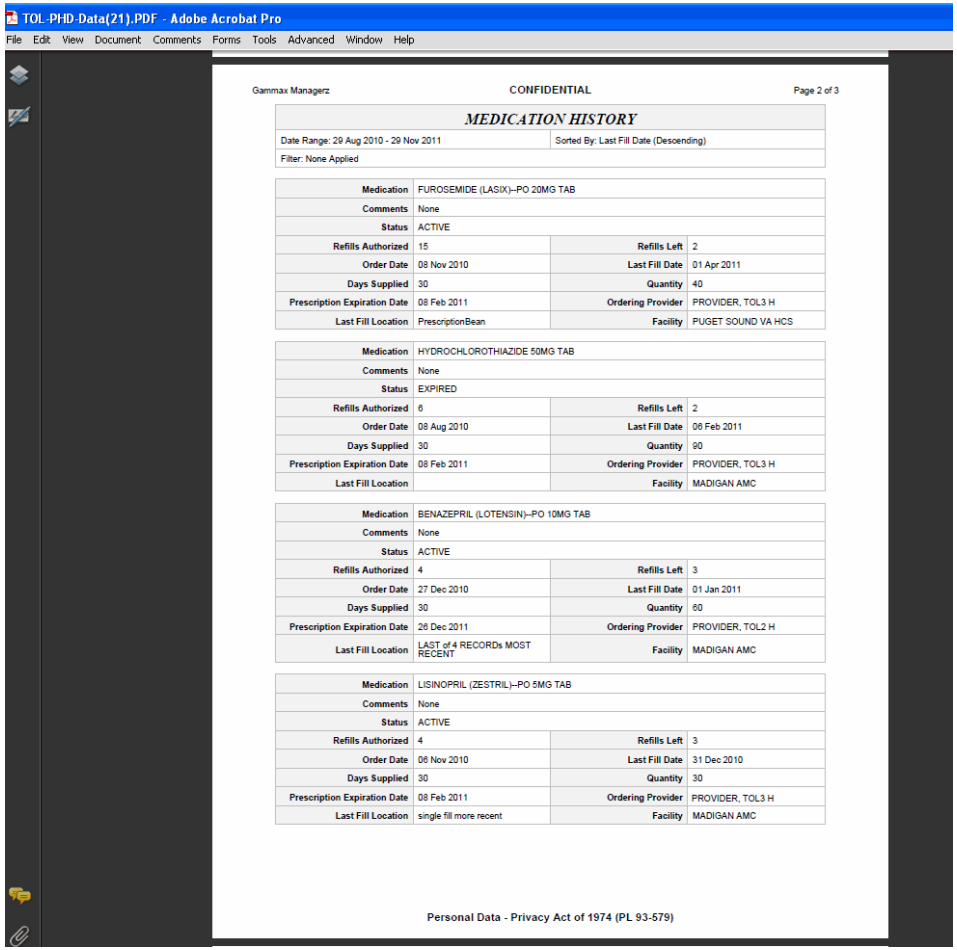
Blue Button
Expanded View


Personal Health Summary for Gammax Managerz
DOB: 25 Sep 1945 | SSN: ***-**-3334
Blue Button Download My Data
You are viewing information available within your Electronic Health Record (EHR). This information can not be modified using TRICARE Online.
To view your PDF file you will need Adobe Acrobat Reader.
Get Adobe Acrobat Reader here.
Print
Help
Expand All
Collapse All
Laboratory Results
Details | Options
Date Range 29 Aug 2010 - 29 Nov 2011 / All Lab Types / 7 results
Lab Test | Lab Type | Date/Time Collected
CHEM 7 | Chemistry/Hematology | 25 Nov 2011 @ 0906
Test Name | Result | Units | Reference Range
CREAT | 1.8 H | mg/dL | (0.7-1.2)
BUN | 18.0 H | mg/dL | (7-17)
GLUCOSE | 120 H | mg/dL | (65-105)
SODIUM | 134 L | mmol/L | (137-145)
POTASSIUM | 5.0 | mmol/L | (3.5-5.3)
CL- | 110 H | mmol/L | (98-107)
CALCULATED OSMO | 278 | mOs/kg | (273-304)
BUN/CREAT RATIO | 6 | RATIO | (5-30)
CARBON DIOXIDE | 18 L | mmol/L | (22-30)
Ordering Provider: PROVIDER, TOL2
Ordering Location: MADIGAN AMC
HCT | Chemistry/Hematology | 25 Nov 2011 @ 0851
Test Name | Result | Units | Reference Range
HEMATOCRIT | 45.0 | % | (37-47)
Ordering Provider: PROVIDER, TOL2
Medications
Details | Options
Date Range 29 Aug 2010 - 29 Nov 2011 / Active Meds / 4 results
Medication | Status | Order Date | Last Fill Date
FUROSEMIDE (LASIX)--PO 20... | ACTIVE | 08 Nov 2010 | 01 Apr 2011
Medication: FUROSEMIDE (LASIX)--PO 20MG TAB
Prescription Expiration Date: 08 Feb 2011
Refills Authorized: 15 | Refills Left: 2
Days Supplied: 30 | Quantity: 40
Status: ACTIVE | Ordering Provider: PROVIDER, TOL3 H
Last Fill Location: PrescriptionBean | Facility: PUGET SOUND VA HCS
BENAZEPRIL (LOTENSIN)--PO... | ACTIVE | 27 Dec 2010 | 01 Jan 2011
Medication: BENAZEPRIL (LOTENSIN)--PO 10MG TAB
Prescription Expiration Date: 26 Dec 2011
Refills Authorized: 4 | Refills Left: 3
Days Supplied: 30 | Quantity: 60
Status: ACTIVE | Ordering Provider: PROVIDER, TOL2 H
Last Fill Location: LAST of 4 RECORDS MOST RECENT | Facility: MADIGAN AMC

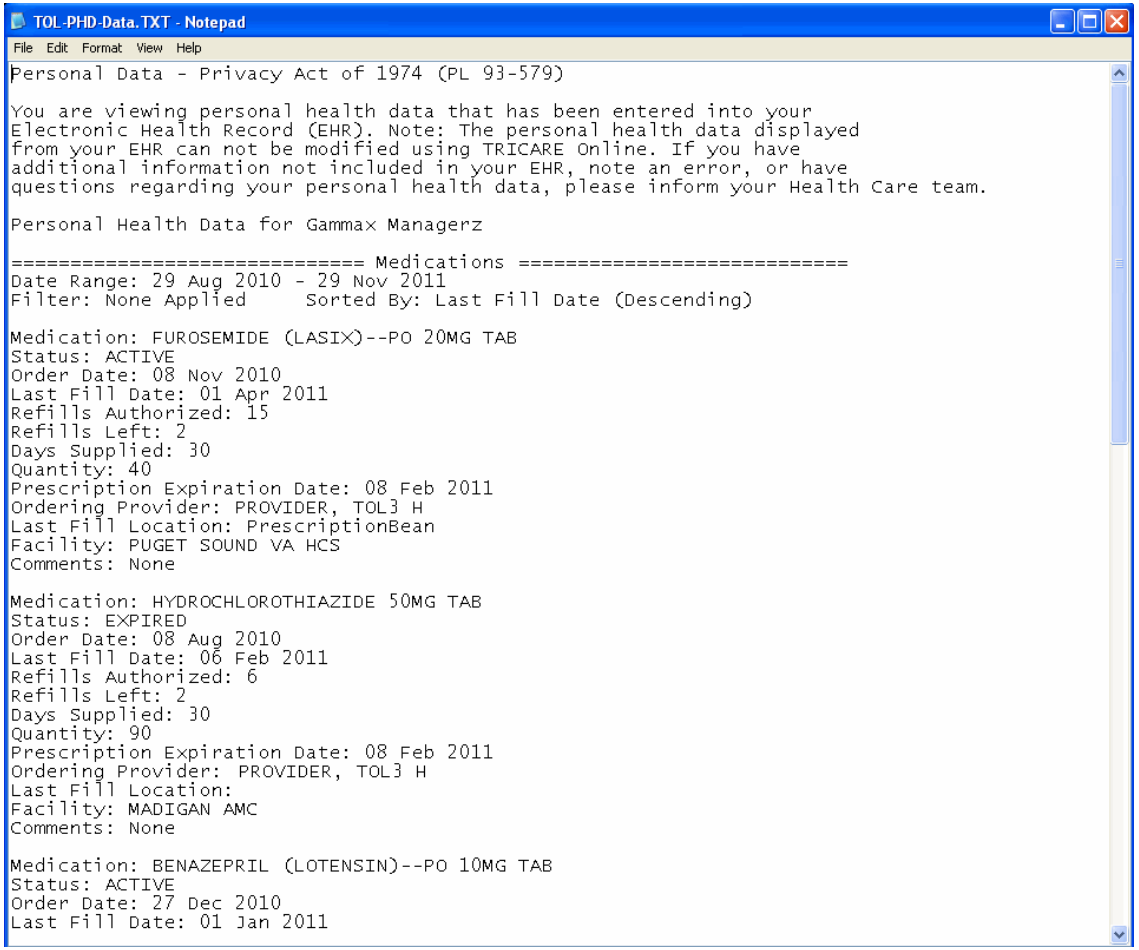
Blue Button
Download Blue Button Data


Warning: The report you are about to print contains your Personal Health Information (PHI), protected under the Health Insurance Portability and Accountability Act (HIPAA). Selecting this option enables you to send a formatted report of your Personal Health Data to a printer available to the computer you are currently using to access TOL. If you choose to print it, the printed output containing your PHI has the potential to be exposed to others with access to that printer. Please take care to protect the integrity of your PHI. We highly recommend you consider the environment before printing your PHI.
To print your PHI, select the personal health data types, the date range and then click the print button:
Data Types:
Select All
Laboratory Results
Medications
Problem List
Encounters
Allergies
From: 22 Mar 2006
To: 22 Mar 2011
Max date range is 5 years from today. (mm/dd/yyyy or dd mmm yyyy)
Last 7 days
Last 7 days
Last 1 month
Last 3 months
Last 6 months
Last 15 months
Print
Cancel
Done

Blue Button
Save to PDF Format


TOL-PHD-Data(21).PDF - Adobe Acrobat Pro
File Edit View Document Comments Forms Tools Advanced Window Help
Gammax Managerz
CONFIDENTIAL
Page 2 of 3
MEDICATION HISTORY
Date Range: 29 Aug 2010 - 29 Nov 2011
Sorted By: Last Fill Date (Descending)
Filter: None Applied
Medication FUROSEMIDE (LASIX)--PO 20MG TAB
Comments None
Status ACTIVE
Refills Authorized 15
Refills Left 2
Order Date 08 Nov 2010
Last Fill Date 01 Apr 2011
Days Supplied 30
Quantity 40
Prescription Expiration Date 08 Feb 2011
Ordering Provider PROVIDER, TOL3 H
Last Fill Location PrescriptionBean
Facility PUGET SOUND VA HCS
Medication HYDROCHLOROTHIAZIDE 50MG TAB
Comments None
Status EXPIRED
Refills Authorized 6
Refills Left 2
Order Date 08 Aug 2010
Last Fill Date 06 Feb 2011
Days Supplied 30
Quantity 90
Prescription Expiration Date 08 Feb 2011
Ordering Provider PROVIDER, TOL3 H
Last Fill Location
Facility MADIGAN AMC
Medication BENAZEPRIL (LOTENSIN)--PO 10MG TAB
Comments None
Status ACTIVE
Refills Authorized 4
Refills Left 3
Order Date 27 Dec 2010
Last Fill Date 01 Jan 2011
Days Supplied 30
Quantity 60
Prescription Expiration Date 26 Dec 2011
Ordering Provider PROVIDER, TOL2 H
Last Fill Location LAST of 4 RECORDs MOST RECENT
Facility MADIGAN AMC
Medication LISINOPRIL (ZESTRIL)--PO 5MG TAB
Comments None
Status ACTIVE
Refills Authorized 4
Refills Left 3
Order Date 06 Nov 2010
Last Fill Date 31 Dec 2010
Days Supplied 30
Quantity 30
Prescription Expiration Date 08 Feb 2011
Ordering Provider PROVIDER, TOL3 H
Last Fill Location single fill more recent
Facility MADIGAN AMC
Personal Data - Privacy Act of 1974 (PL 93-579)

Blue Button
Save to Text Format


TOL-PHD-Data.TXT - Notepad

File Edit Format View Help

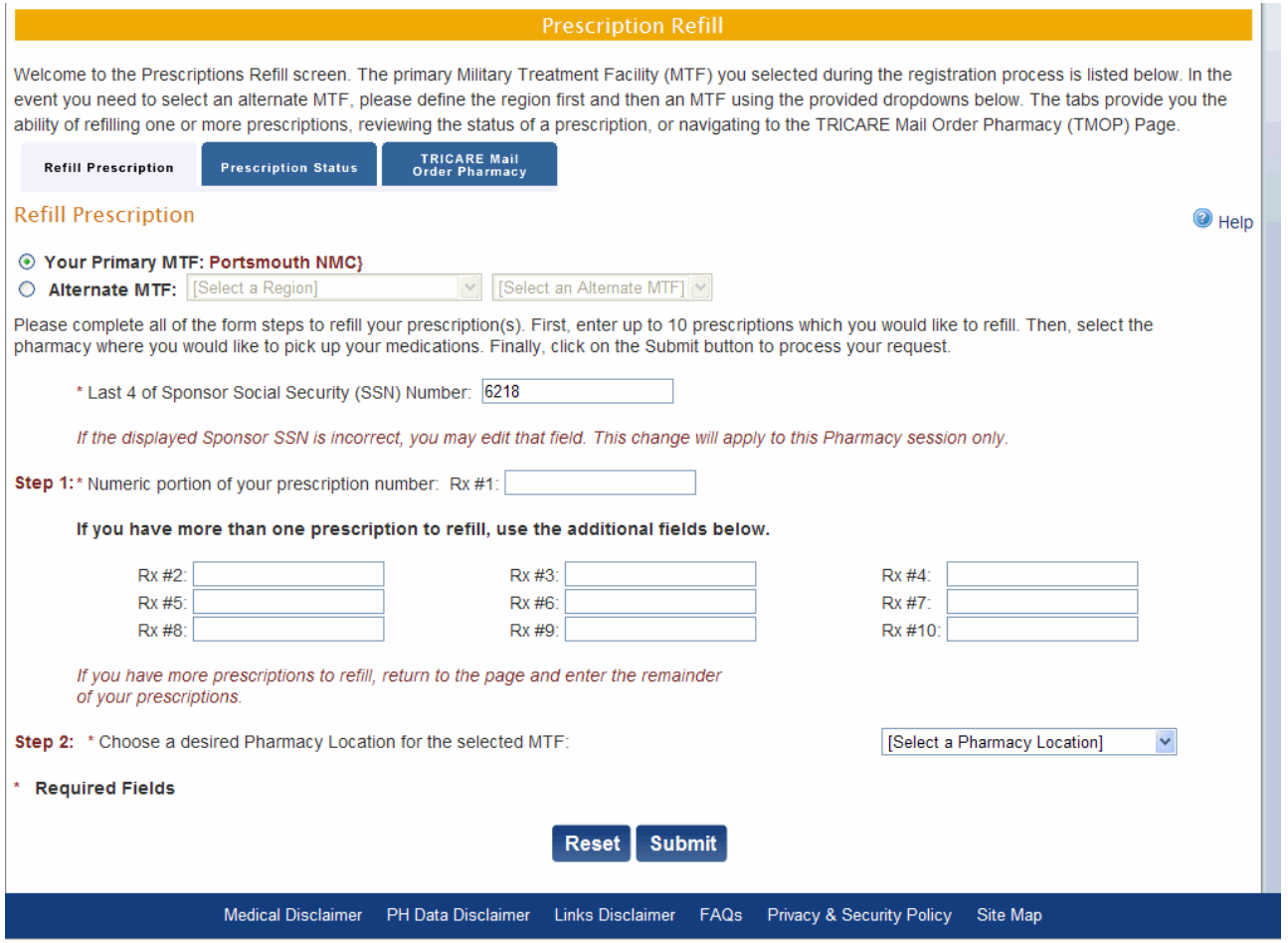
```
Personal Data - Privacy Act of 1974 (PL 93-579)

You are viewing personal health data that has been entered into your
Electronic Health Record (EHR). Note: The personal health data displayed
from your EHR can not be modified using TRICARE Online. If you have
additional information not included in your EHR, note an error, or have
questions regarding your personal health data, please inform your Health Care team.

Personal Health Data for Gammax Managerz

============================== Medications ============================
Date Range: 29 Aug 2010 - 29 Nov 2011
Filter: None Applied     Sorted By: Last Fill Date (Descending)

Medication: FUROSEMIDE (LASIX)--PO 20MG TAB
Status: ACTIVE
Order Date: 08 Nov 2010
Last Fill Date: 01 Apr 2011
Refills Authorized: 15
Refills Left: 2
Days Supplied: 30
Quantity: 40
Prescription Expiration Date: 08 Feb 2011
Ordering Provider: PROVIDER, TOL3 H
Last Fill Location: PrescriptionBean
Facility: PUGET SOUND VA HCS
Comments: None

Medication: HYDROCHLOROTHIAZIDE 50MG TAB
Status: EXPIRED
Order Date: 08 Aug 2010
Last Fill Date: 06 Feb 2011
Refills Authorized: 6
Refills Left: 2
Days Supplied: 30
Quantity: 90
Prescription Expiration Date: 08 Feb 2011
Ordering Provider:  PROVIDER, TOL3 H
Last Fill Location:
Facility: MADIGAN AMC
Comments: None

Medication: BENAZEPRIL (LOTENSIN)--PO 10MG TAB
Status: ACTIVE
Order Date: 27 Dec 2010
Last Fill Date: 01 Jan 2011
```

Online Prescription Refill

Step 1. Enter Prescription Number within the "Rx #1" input box.

For more than one prescription to refill, use the additional fields.

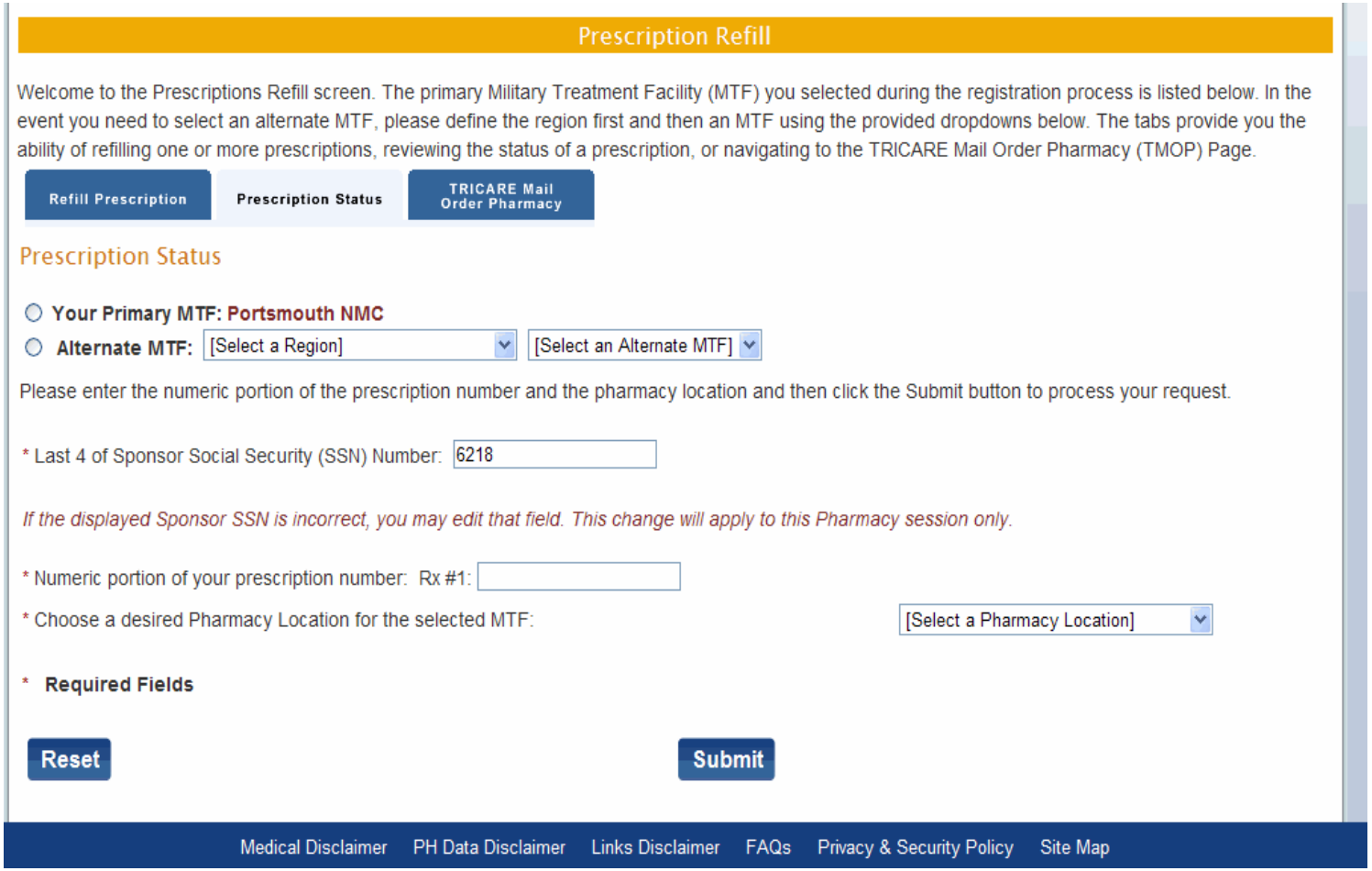
Step 2. Select Pharmacy Location


Prescription Refill
Welcome to the Prescriptions Refill screen. The primary Military Treatment Facility (MTF) you selected during the registration process is listed below. In the event you need to select an alternate MTF, please define the region first and then an MTF using the provided dropdowns below. The tabs provide you the ability of refilling one or more prescriptions, reviewing the status of a prescription, or navigating to the TRICARE Mail Order Pharmacy (TMOP) Page.
Refill Prescription
Prescription Status
TRICARE Mail Order Pharmacy
Refill Prescription
Help
Your Primary MTF: Portsmouth NMC}
Alternate MTF:
[Select a Region]
[Select an Alternate MTF]
Please complete all of the form steps to refill your prescription(s). First, enter up to 10 prescriptions which you would like to refill. Then, select the pharmacy where you would like to pick up your medications. Finally, click on the Submit button to process your request.
* Last 4 of Sponsor Social Security (SSN) Number: 6218
If the displayed Sponsor SSN is incorrect, you may edit that field. This change will apply to this Pharmacy session only.
Step 1: * Numeric portion of your prescription number: Rx #1:
If you have more than one prescription to refill, use the additional fields below.
Rx #2:
Rx #3:
Rx #4:
Rx #5:
Rx #6:
Rx #7:
Rx #8:
Rx #9:
Rx #10:
If you have more prescriptions to refill, return to the page and enter the remainder of your prescriptions.
Step 2: * Choose a desired Pharmacy Location for the selected MTF:
[Select a Pharmacy Location]
* Required Fields
Reset
Submit
Medical Disclaimer
PH Data Disclaimer
Links Disclaimer
FAQs
Privacy & Security Policy
Site Map

Online Prescription Status

Step 1. Enter Prescription Number within the "Rx #1" input box.

Step 2. Select Pharmacy Location


Prescription Refill
Welcome to the Prescriptions Refill screen. The primary Military Treatment Facility (MTF) you selected during the registration process is listed below. In the event you need to select an alternate MTF, please define the region first and then an MTF using the provided dropdowns below. The tabs provide you the ability of refilling one or more prescriptions, reviewing the status of a prescription, or navigating to the TRICARE Mail Order Pharmacy (TMOP) Page.
Refill Prescription
Prescription Status
TRICARE Mail Order Pharmacy
Prescription Status
Your Primary MTF: Portsmouth NMC
Alternate MTF:
[Select a Region]
[Select an Alternate MTF]
Please enter the numeric portion of the prescription number and the pharmacy location and then click the Submit button to process your request.
* Last 4 of Sponsor Social Security (SSN) Number: 6218
If the displayed Sponsor SSN is incorrect, you may edit that field. This change will apply to this Pharmacy session only.
* Numeric portion of your prescription number: Rx #1:
* Choose a desired Pharmacy Location for the selected MTF:
[Select a Pharmacy Location]
* Required Fields
Reset
Submit
Medical Disclaimer
PH Data Disclaimer
Links Disclaimer
FAQs
Privacy & Security Policy
Site Map

Secure Messaging

Select links from TOL to redirect to the following MTF-branded Secure Messaging sites:

- NMC San Diego
- NNMC Bethesda
- NMC Portsmouth
- NH Pensacola
- NH Jacksonville
- NH Camp Pendleton
- NH Camp Lejeune
- WRAMC
- NMC Quantico

Last Login: 28 Nov 2011 18:29 | Last Failed Login: n/a
Monday November 28, 2011
Home
My Profile
Resource Center
Contact Us
Logout
TRICARE Online.com
Welcome to TRICARE Online!
TRICARE Online features secure access to beneficiary appointments, prescriptions, and personal health data.
Welcome, Sponsor Ssntol!
Your Medical Treatment Facility (MTF) is
Portsmouth NMC
Secure Messaging
Need Help? Select Contact Us for Customer Service
Looking for information about your benefits?
Visit the TRICARE Beneficiary Site
Secure Messaging
Secure Messaging is a feature that allows beneficiaries to communicate with their provider team over a secure messaging interface.
To access and use, you will be required to be registered as a participant and enter your authorized user id and password to log in to the website to participate in the program.
RelayHealth
If you are registered with RelayHealth Secure Messaging at one of the following locations, select the link provided for each of the locations below to access the website from TRICARE Online:
NMC San Diego, California
NNMC Bethesda, Maryland
NMC Portsmouth, Virginia
NH Pensacola, Florida
NH Jacksonville, Florida
NH Camp Pendleton, California
NH Camp Lejeune, North Carolina
Walter Reed Army Medical Center
NMC Quantico
MiCare
If you are registered with MiCare Secure Messaging at the following location, select the link provided for each of the locations below to access the website from TRICARE Online:
Joint Base Elmendorf-Richardson
Note: Linkage provides access to MHS Secure Messaging and does not constitute endorsement by the United States Department of Defense of the linked web sites, or the information, products or services contained therein.
Medical Disclaimer
PH Data Disclaimer
Links Disclaimer
FAQs
Privacy & Security Policy
Site Map
Personal Data - Privacy Act 1974 (PL 93-579)
For Official Use Only (FOUO)
TRICARE Online (TOL) is a Department of Defense (DoD) computer system. Use of this site is governed by multiple DoD policies and terms summarized in the TRICARE Online Security Policy. Many of these policies are designed to protect the privacy of your personal information. We encourage you to review these policies.

Health Assessment Review Tool (HART)

Last Login: 28 Nov 2011 18:29 | Last Failed Login: n/a
Monday November 28, 2011
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My Profile
Resource Center
Contact Us
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TRICARE Online.com
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Welcome, Sponsor Ssntol!
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Portsmouth NMC
Secure Messaging
Need Help? Select Contact Us for Customer Service
Looking for information about your benefits?
Visit the TRICARE Beneficiary Site
Health Assessment Review Tool (HART)
The HART–A and HART–R Are Currently For Service Members Only
(Active Duty / National Guard / Reserve)
New Recruit Service Members
The Health Assessment Review Tool-Accession (HART-A) tool asks questions about your health and life experiences prior to joining the military. The information provides a baseline for future comparisons and helps your doctor monitor your health throughout your military career. All individuals, both enlisted and officer, complete the HART-A one time, as they enter the military.
Click Here To Access The HART – A (Accession)
PRP, SDP, SCI
Service Members who are part of the Personal Reliability Program, Sensitive Duty Program and / or Sensitive Compartmentalized Information Program are NOT to complete the HART. Please contact your command for additional information / instructions.
Army, Air Force, Navy, Marine Corps And Coast Guard Service Members
The Health Assessment Review Tool-Readiness (HART-R) tool asks questions about your health and personal behaviors so that your doctor can help protect your health, encourage fitness, and maximize job performance. All Active Duty, National Guard, and Reserve service members complete a HART-R as part of their annual periodic health assessment (PHA).
Click Here To Access The HART – R (Readiness)
Military Health Risk Assessment Demonstration Project
TRICARE Beneficiaries who have enrolled in the Military Health Risk Management Demonstration Project and have been asked to complete the Health Assessment Review Tool (HART) should access the tool, by clicking on the link for HART-F below, and follow the instructions they have been given. All other TRICARE Beneficiaries are welcome to complete this HART questionnaire in support of the Military Health System's goal to increase health risk awareness.
Click Here to Access the HART-F (Full Variant)
Medical Disclaimer
PH Data Disclaimer
Links Disclaimer
FAQs
Privacy & Security Policy
Site Map
Personal Data - Privacy Act 1974 (PL 93-579)
For Official Use Only (FOUO)
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Defense Health Services Systems
DHSS
Program Executive Office

TOL Link to Beneficiary Web Enrollment

- Provides Service Members and their families the ability conduct select enrollment-related transactions without personally visiting a TRICARE Service Center
  - Transfer TRICARE enrollment between Regions / MTFs
  - Change Primary Care Manager
  - Update address & telephone numbers
  - Add Other Health Insurance information
  - View other Government Programs, like Medicare information
  - Request enrollment card

TOL Link to Beneficiary Web Enrollment

Last Login: 28 Nov 2011 17:59 | Last Failed Login: n/a
Monday November 28, 2011
Home
My Profile
Resource Center
Contact Us
Logout
TRICARE Online.com
Welcome to TRICARE Online!
TRICARE Online features secure access to beneficiary appointments, prescriptions, and personal health data.
Welcome, Sponsor Ssntol!
Your Medical Treatment Facility (MTF) is
Portsmouth NMC
Secure Messaging
Need Help? Select Contact Us for Customer Service
Looking for information about your benefits?
Visit the TRICARE Beneficiary Site
Resource Center
Links to other Websites
afterdeployment.org
Select afterdeployment.org to access numerous self-paced solutions to common post-deployment adjustment problems.
Family Doctor
Access a symptom checker tool to research medical symptoms (operated by the American Academy of Family Physicians (AAFP)).
MedLine Plus
Access authoritative information from the National Library of Medicine (NLM) and the National Institutes of Health (NIH).
MHS Learn
Access MHS Learn which provides a world-class online web-based training platform to the military medical workforce and beneficiary population with a single source for managing, delivering and tracking all medically-related learning.
My Family Health Portrait
Create a personalized health history report based on health information that you provide.
My HealtheVet
Access the gateway to veteran health benefits and services offered by the Veteran Administration (VA).
Services and Benefits
Claims
Access information about filing claims, about region-specific claims information, for assistance with problem claims, and to obtain forms.
Dental
Access information about TRICARE dental programs, the enrollment process, or dental claims.
Enrollment
Access information about enrollment in TRICARE Prime and obtaining enrollment forms; and access the Beneficiary Web Enrollment (BWE) site.
Pharmacy
Obtain practical information about your comprehensive, flexible, and convenient TRICARE pharmacy benefits.
TRICARE Info Center
Obtain information and find explanations about your TRICARE benefits and services.
Version: 4.1.2.1.2
Medical Disclaimer
PH Data Disclaimer
Links Disclaimer
FAQs
Privacy & Security Policy
Site Map
Personal Data - Privacy Act 1974 (PL 93-579)
For Official Use Only (FOUO)
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Defense Health Services Systems
DHSS
Program Executive Office

TOL Link to Beneficiary Web Enrollment

Home
Resource Center
Contact Us
TRICARE Online.com
Welcome to TRICARE Online!
TRICARE Online features secure access to beneficiary appointments, prescriptions, and personal health data.
Enrollment
Enroll in TRICARE Prime and join the 9.6 million beneficiaries who receive our quality care and services.
For general information about how to enroll in TRICARE Prime or to obtain enrollment forms, visit TRICARE.mil.
The Beneficiary Web Enrollment (BWE) website allows active duty service members, retirees and their families to manage their TRICARE Prime enrollments online. To ensure the confidentiality of your private information, you are required to register and login separately to the BWE website. Click on the link below to access BWE and establish a user account or to login using an existing account.
Continue to the BWE application website
The BWE application allows users to:
Enroll/disenroll eligible beneficiaries
Make their initial payment (ongoing payments will be billed separately)
Transfer enrollment
Update personal contact information (home address, phone number, email)
Select a new primary care manager
Add other health insurance information
Request a new enrollment card
Medical Disclaimer
PH Data Disclaimer
Links Disclaimer
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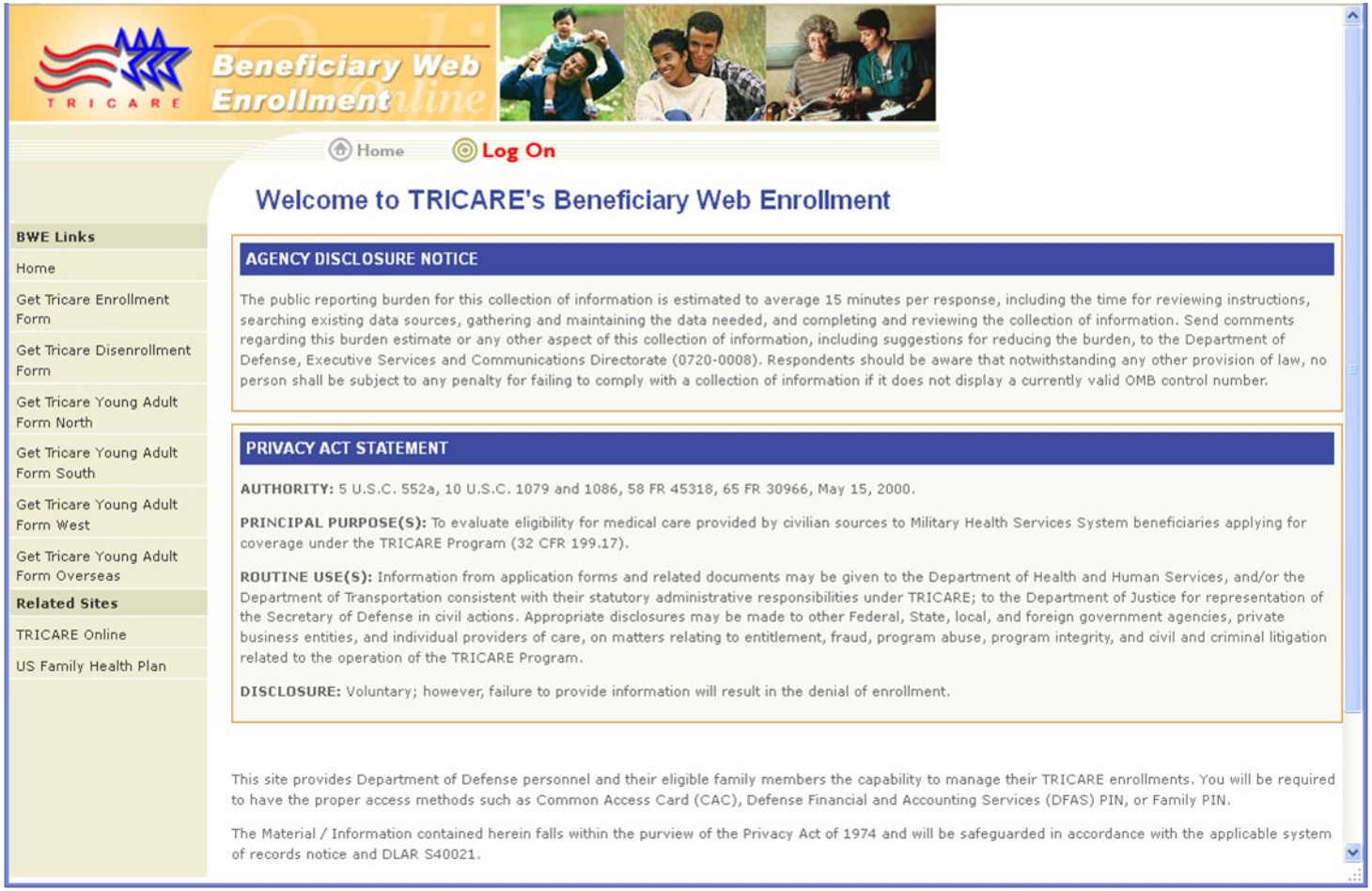
Privacy & Security Policy
Site Map

Beneficiary Web Enrollment


TRICARE
Beneficiary Web Enrollment
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AGENCY DISCLOSURE NOTICE
The public reporting burden for this collection of information is estimated to average 15 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing the burden, to the Department of Defense, Executive Services and Communications Directorate (0720-0008). Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number.
PRIVACY ACT STATEMENT
AUTHORITY: 5 U.S.C. 552a, 10 U.S.C. 1079 and 1086, 58 FR 45318, 65 FR 30966, May 15, 2000.
PRINCIPAL PURPOSE(S): To evaluate eligibility for medical care provided by civilian sources to Military Health Services System beneficiaries applying for coverage under the TRICARE Program (32 CFR 199.17).
ROUTINE USE(S): Information from application forms and related documents may be given to the Department of Health and Human Services, and/or the Department of Transportation consistent with their statutory administrative responsibilities under TRICARE; to the Department of Justice for representation of the Secretary of Defense in civil actions. Appropriate disclosures may be made to other Federal, State, local, and foreign government agencies, private business entities, and individual providers of care, on matters relating to entitlement, fraud, program abuse, program integrity, and civil and criminal litigation related to the operation of the TRICARE Program.
DISCLOSURE: Voluntary; however, failure to provide information will result in the denial of enrollment.
This site provides Department of Defense personnel and their eligible family members the capability to manage their TRICARE enrollments. You will be required to have the proper access methods such as Common Access Card (CAC), Defense Financial and Accounting Services (DFAS) PIN, or Family PIN.
The Material / Information contained herein falls within the purview of the Privacy Act of 1974 and will be safeguarded in accordance with the applicable system of records notice and DLAR S40021.

Approved Improvements

September 2011

The TOL Appointing module shall allow registered beneficiaries to cancel pending appointments that are displayed in TOL.
The TOL Appointing module shall allow registered beneficiaries to cancel pending non-TOL booked appointments which are displayed in TOL.
The user shall receive a warning message when he/she attempts to cancel an appointment within a set timeframe before the scheduled appointment time.
The system shall provide ability to establish a default time frame for appointment cancellation at the enterprise level as set by the TMA System Administrator.
The system shall present a warning message when a beneficiary cancels an appointment within the time frame as established by the MTF System Administrator.
The authorized user shall have the ability, at the MTF level, to set the time frame when the warning message occurs to the beneficiary regarding cancellation of an appointment.
The system shall provide the ability for an authorized MTF Administrator to set time frame when the warning message occurs to the beneficiary regarding cancellation of an appointment.

Approved Improvements

The beneficiary shall be able to view an MTF definable list of appointment visit reasons
The system shall allow the beneficiary to view appointment visit reasons as defined by the MTF.
The authorized user shall have the ability to configure the appointment visit reasons at the MTF level.
The system shall allow the MTF System Administrator to configure the PCM visit reason list at the MTF level for the parent MTF and associated child facilities.
The system shall allow the MTF System Administrator to configure the Self-Referral visit reason list at the MTF level for the parent MTF and associated child facilities.
The authorized user shall have the ability to request notification be sent via email and/or text as specified by the user for each TOL displayed appointment.

Approved Improvements

The system shall have the ability to send a reminder notification of TOL booked appointments no earlier than 72 hours but no later than 48 hours prior to the scheduled appointment notification with the following data: *** Patient Name** *** Appointment Date** *** Appointment Time** *** Provider** *** Location (Clinic)** *** MTF**
The system shall have the ability to send a reminder notification for non-TOL booked appointments no earlier than 72 hours but no later than 48 hours prior to the scheduled appointment notification with the following data: *** Patient Name** *** Appointment Date** *** Appointment Time** *** Provider – Placeholder only (Left blank)** *** Location (Clinic) – Placeholder only (Left blank)** *** MTF**

Approved Improvements

The system shall have the ability to allow the user to opt out of the email and/or text message reminder notification if he/she chooses not to receive notifications.
The Appointing module shall warn beneficiaries when booking more than one appointment per day, per place of care, per individual.
The system shall provide a warning if the beneficiary attempts to book an appointment for the same calendar day in the same clinic for the same individual.
The system shall remove the limit of patients booking only two appointments on TOL
The system will only allow patients register to their assigned MTF to book PCM and self-referral visit reasons

Questions & Answers
and
System Demonstration